

HEALTH BENEFITS E-NEWS

*Department of Human Resource Management
Office of Health Benefits*

June 15, 2006

Materials Distribution and Ordering Scheduled

The new **2006 COVA Care and COVA HDHP** member handbooks, **Flexible Benefits Program Sourcebook** and **About Your Benefits** booklet will be available in the next few weeks. See the distribution schedule below.

- **Beginning June 15:** The **About Your Benefits** booklet for new employees and other materials may be ordered using the new Materials Order Form available online at www.dhrm.virginia.gov/resources/benefitsadmin/materials/MaterialsOrderForm.pdf. Remember that supplies of the booklet are limited. Current plan members do not need this booklet since they have member handbooks as well as access to additional plan information on the Web. Please call the telephone number on the order form if you have questions about ordering materials. The **About Your Benefits** booklet is on the Web at www.dhrm.virginia.gov/hbenefits/ohbcommunications/aboutyourbenefits.pdf.
- **Week of June 26:** Mailing of the **COVA Care Member Handbook** to state agencies will be based on your agency's employee BES count plus 5 percent, while the supply of the **Flexible Benefits Program Sourcebook** mailed to you will reflect your agency's Flexible Reimbursement Account enrollment plus 8 percent. Please distribute the member handbook and sourcebook to eligible employees. Member handbooks will be mailed to non-Medicare eligible retiree group members and Extended Coverage participants at their home addresses. Access the member handbook at www.dhrm.virginia.gov/hbenefits/hbhandbooks/COVAMemberHandBk2006.pdf and the Flex sourcebook at www.dhrm.virginia.gov/genlbenefits/flex/flexsourcebook0607.pdf.
- **Week of July 3:** For COVA HDHP (High Deductible Health Plan) members, a Welcome Kit will be mailed to enrolled employees, non-Medicare eligible retiree group members and Extended Coverage participants at their home addresses in early July. The kit will include a **COVA HDHP Member Handbook**, Anthem Prescription Management mail service and specialty pharmacy brochures and order forms, an Employee Assistance Program package, and medical and dental claim forms. The HDHP member handbook will be posted on the DHRM Web site shortly.

Medco ID Cards Mailed in Error to Some State Employees

As you know, there will be one ID card mailed in mid-June to state employees and non-Medicare retiree group members enrolled in COVA Care. Due to a technical error, some state employees who made changes during Open Enrollment inadvertently were mailed Medco ID cards. Medco has taken action to correct the problem, has alerted its member service representatives about the error and will send the attached follow-up letter to members who were mailed the cards. We regret any inconvenience this error may have caused.

New Process for Early Refills of Prescription Drugs

COVA Care or COVA HDHP (High Deductible Health Plan) members may wish to have early refills of prescription drugs before going on vacation or traveling out of the country. If employees will be away from home for an extended period of time, participating retail pharmacies, the *Medco by Mail* pharmacy service (COVA Care) or Anthem Prescription Management (COVA HDHP) can routinely provide one early refill (up to a 34-day or 90-day supply, as appropriate) to accommodate their travel. However, for a more extended travel period, employees need to complete a *Prescription Drug Refill Exception Request Form*. COVA Care members should visit www.dhrm.virginia.gov/hbenefits/cova/prescriptiondrugrefillform.pdf. A separate COVA HDHP form will be posted on the Web soon.

Employees should complete the form online, print it and send the signed form by fax to (804) 371-0231 or mail it directly to the Department of Human Resource Management. Two weeks should be allowed for processing requests. DHRM will approve the request and forward it to Medco Health Solutions, Inc. or Anthem Prescription Management. Customer service representatives will contact the employee to obtain specific medication information and a prior authorization will be entered for each medication requested. The employee will have 14 days to purchase the medication. Employees need to be specific about how much they need, as payment is based on authorization.